

OREGON

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Oregon Consumers = 4,941



Fraud Complaints from Oregon Consumers = 2,741

Top Fraud Complaint Categories for Oregon Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	643	23%
2	Internet Services and Computer Complaints	395	14%
3	Foreign Money Offers	242	9%
4	Shop-at-Home/Catalog Sales	241	9%
5	Advance-Fee Loans and Credit Protection/Repair	204	7%

¹Percentages are based on the total number of fraud complaints from Oregon consumers (2,741).

Amount Paid Reported by Oregon Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
2,741	\$2,412,088	2,180	80%	\$1,106

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Oregon consumers (2,180). One consumer reported an amount paid of over \$1 million.

Top Oregon Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Portland	607
Salem	149
Eugene	142
Beaverton	139
Medford	72



Identity Theft Complaints from Oregon Victims = 2,200

Identity Theft Types Reported by Oregon Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	849	39%
2	Bank Fraud	543	25%
3	Phone or Utilities Fraud	490	22%
4	Government Documents or Benefits Fraud	138	6%
5	Employment-Related Fraud	119	5%
6	Loan Fraud	88	4%
	Other	328	15%
	Attempted Identity Theft	188	9%

¹Percentages are based on the 2,200 victims reporting from Oregon. Percentages add to more than 100 because approximately 22% of victims from Oregon reported experiencing more than one type of identity theft.

Top Oregon Identity Theft Victim Locations

Victim City	No. of Victims
Portland	655
Salem	139
Eugene	92
Beaverton	89
Gresham	62